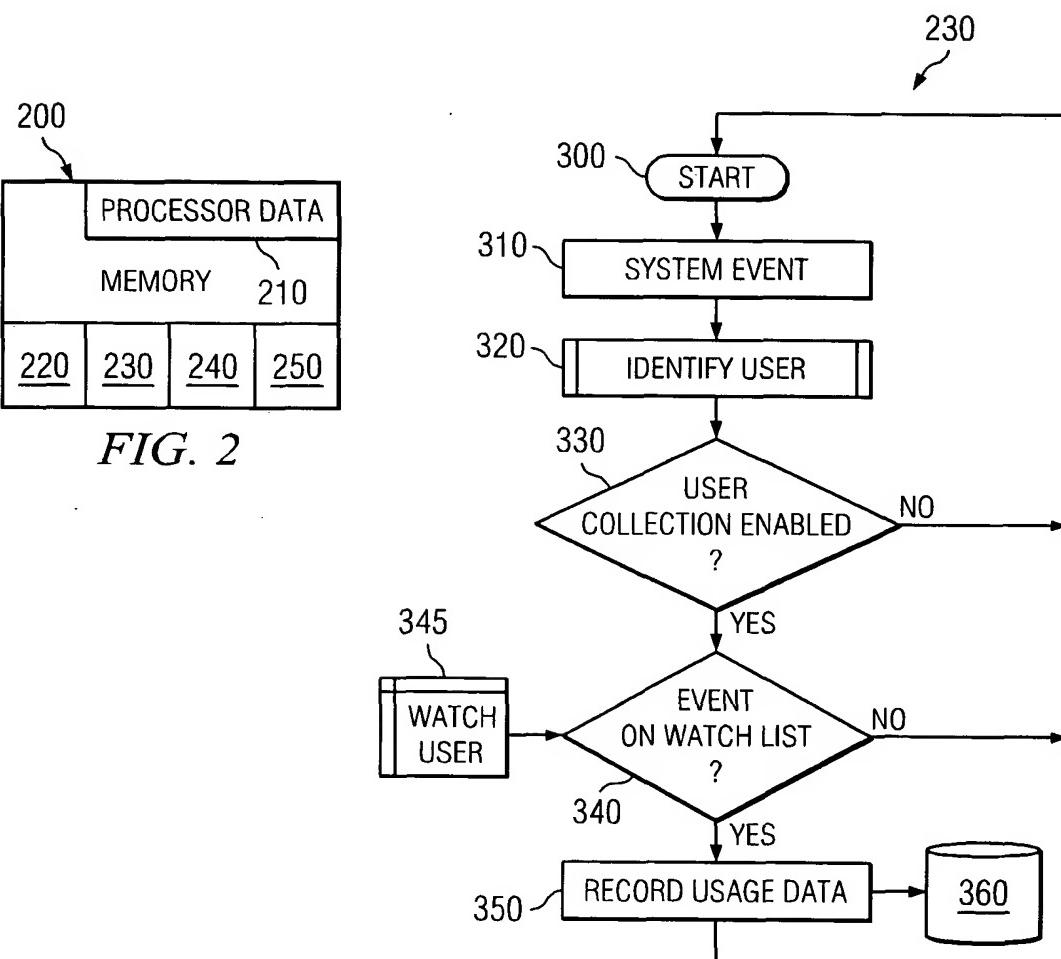
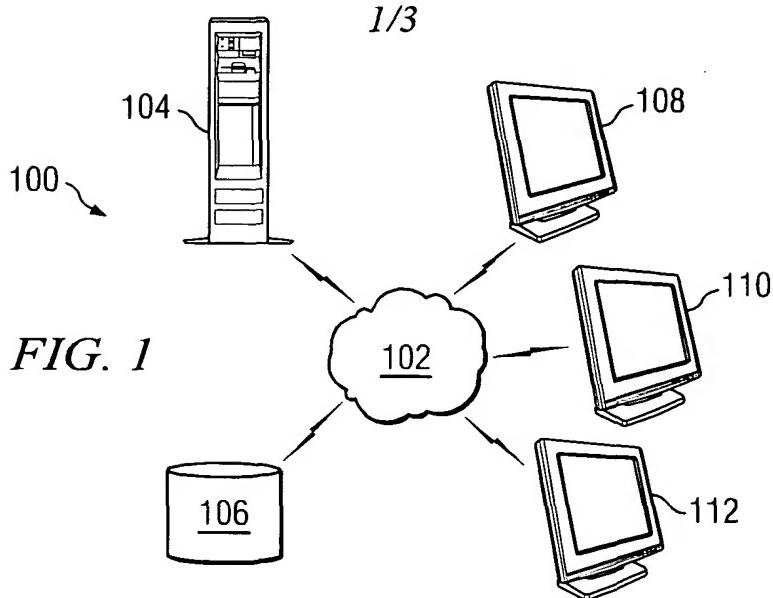


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*FIG. 3*

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RECORD NUMBER	EVENT	DATE	TIME	USER
1	STARTUP	2001/01/01	0001	SYSTEM
2	SIGN-ON	2001/01/01	0800	AL
3	SIGN-ON	2001/01/01	0809	BILL
4	MESSAGE-SEND	2001/01/01	0812	BILL
5	MESSAGE-RECEIVED	2001/01/01	0813	AL
6	SIGN-ON	2001/01/01	0900	CHARLIE
7	SIGN-OFF	2001/01/01	1030	BILL

FIG. 4

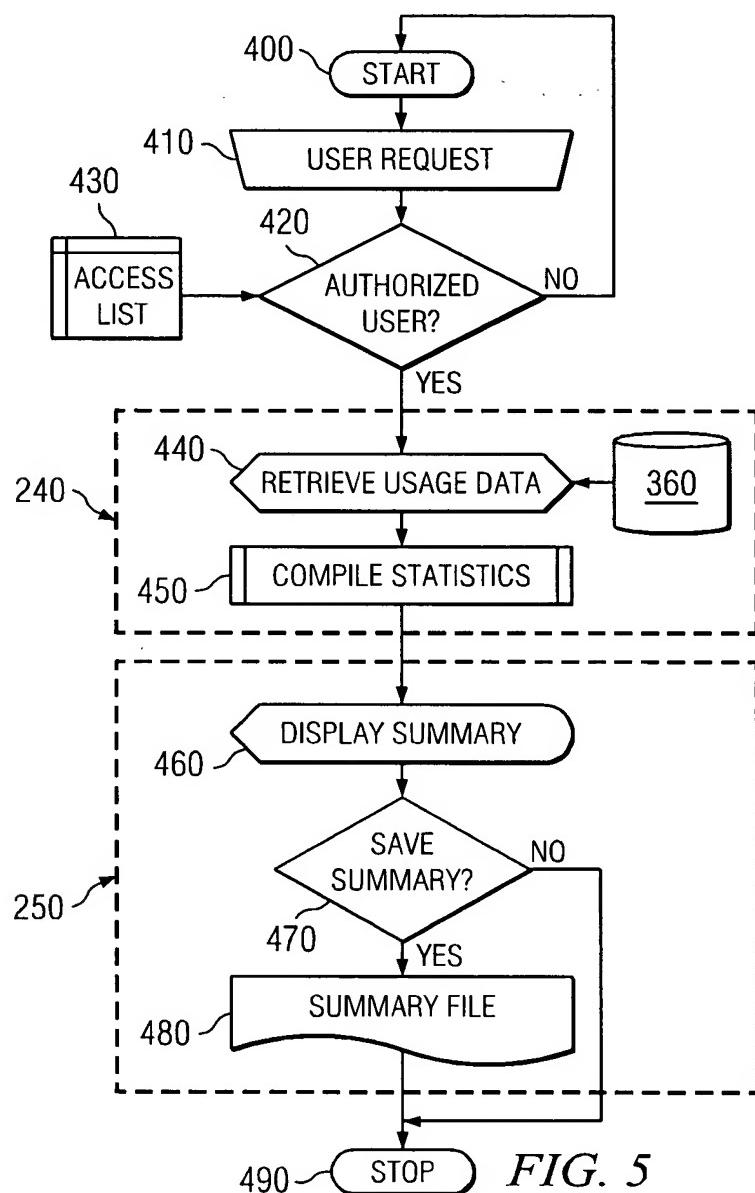


FIG. 5

FIG. 6

NAME	USER	PHONE	PTS ACCESS
ALBERT	AL	555-0001	YES
WILLIAM	BILL	555-0002	YES
CHARLES	CHARLIE	555-0003	NO

TIME FRAME	0800-1000	1000-1200	1200-1400	1400-1600	1600-1800
HOURS ONLINE	0.75	1.25	0.5	1.8	1.0
HOURS ONLINE (ACTIVE)	0.6	1.1	0.5	0.9	0.8
MESSAGES RECEIVED AND SENT	10	15	5	30	15

FIG. 7

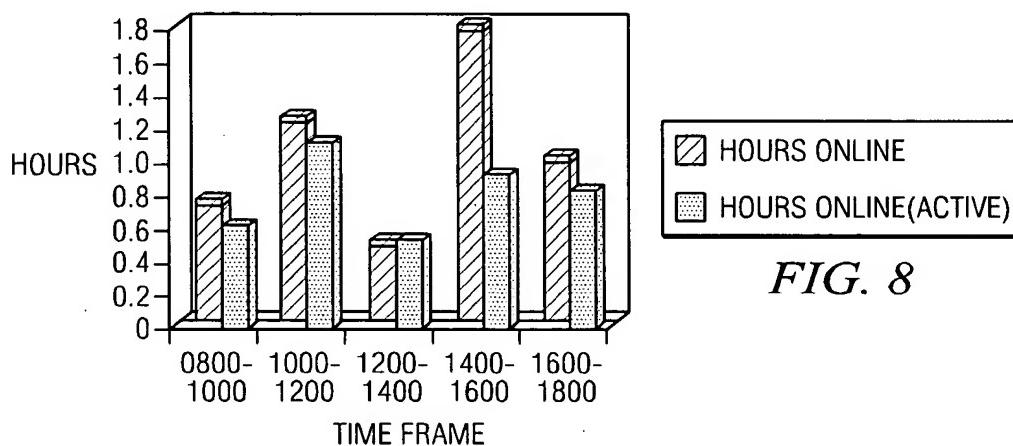


FIG. 8

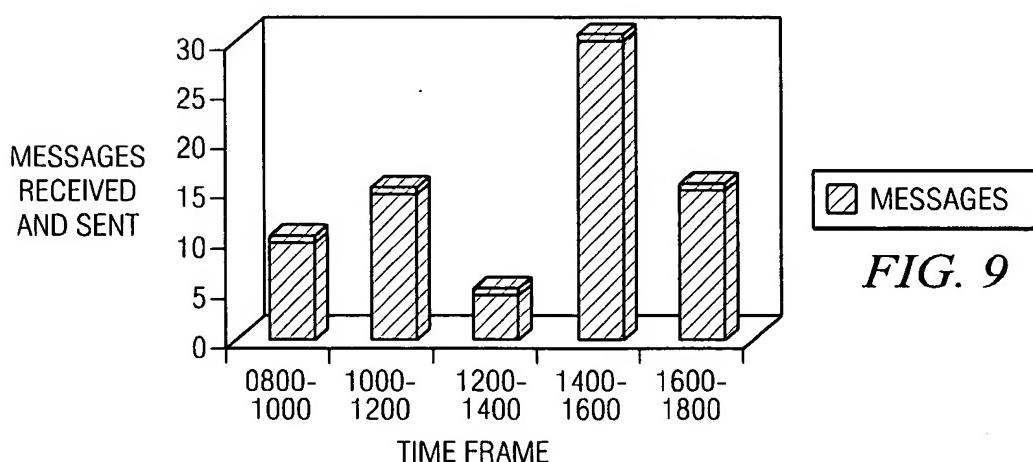


FIG. 9